



# **Short Courses**

**for**

**2008**

## Managing Self

This programme is designed for individuals who want to gain a greater understanding of themselves and to utilise this information to communicate more effectively with others.

The course is appropriate for all levels of employee

### **Course content includes:**

*Understand how we filter information*

*Ability to recognise when we are getting results*

*Know how to motivate self to get results*

*Recognise the most appropriate levels to introduce change*

*Understanding of own MBTI profile and how this affects individuals behaviour*

*Personal insight into own strengths and areas for development*

*Develop an action plan that addresses and reflects areas of personal development*

Next programme: 16 & 17 January 2008

## Managing Others

This course complements the programme on Managing Self and can also be attended as a stand alone module.

The programme is specifically designed for first time managers, supervisors and anyone new to people management.

### **Course content includes:**

*Rapport skills*

*Working with rapport leaders*

*Problem solving*

*Precision questioning*

*Motivating and influencing others*

*Enhanced presentation skills*

Next programme: 5 & 6 February 2008

## **Presentation Skills**

An interactive workshop that equips you with the skills to present with confidence without the use of power-point. Aimed at all levels, this programme will provide you with an enjoyable learning opportunity and a chance to practise and integrate your presentation skills.

### **Course content includes:**

*Tailoring communication to individual response styles*  
*Individual learning styles*  
*Connecting with different audiences*  
*Using archetypes to trigger audience responses*  
*Information processing styles*  
*Structuring your presentation*  
*Confidence in presenting*

Next programme: 26 February 2008

## **Safe Practice for Coaches**

Coaching is increasingly being viewed as an effective tool to help people move forward in their life. This intensive leading edge course is essential for coaches and responsible employees.

### **Course content includes:**

*Contracting with a client*  
*Coaching/Therapy boundary*  
*When does coaching become therapy*  
*What to ask before you start coaching*  
*When coaching should never be used*  
*Common psychological/emotional disorders and how to recognise them*  
*The law covering coaching and therapy*  
*Best practice for referring clients*

Next programme: 18<sup>th</sup> March 2008

## **Managing Small Group Meetings**

A comprehensive training event that provides managers new to their role and team leaders with the principle steps in effective meeting management.

**Course content includes:**

*Individual communication needs*  
*Using non-verbal communication*  
*Advanced rapport skills*  
*Managing meeting 'nerves'*  
*Getting your message across effectively*

Next programme:        23 March 2008

## **Team Working & conflict Management**

This one day programme provides you with the principles of effective team working and conflict management, to enable you to manage your team with confidence.

**Course content includes:**

*Communicating to all tiers of an organisation*  
*Principles of group development and behaviour*  
*Identifying and resolving team conflict*  
*Influencing and negotiation skills*  
*Developing group awareness*  
*Challenging group behaviour*  
*Delivering key organisational messages*

Next programme:        4 April 2008

## Facilitation Skills

Increasingly, team leaders are being expected to facilitate effective team functioning and manage team conflict as part of their everyday roles. This programme will provide you with a comprehensive skill set and tool kit for effective team facilitation.

### **Course content includes:**

*Using rapport with groups*  
*Understanding the principles of communication*  
*Charismatic communication*  
*Facilitation spectrum*  
*Problem solving in groups*  
*Gaining an alternative perspective*  
*Utilising lateral thinking*  
*Tuckman model of team development*  
*Toolkit of facilitation skills and exercises*  
*Structuring facilitation workshops*

Next programme: 24 &25 June 2008

## Report Writing

This course on report writing skills covers all of the key components of effective report writing. Each delegate will leave the programme with the skills to effectively develop reports in a timely manner.

### **Course content includes:**

*Purpose of reports*  
*Identifying the key principles*  
*Structuring information*  
*Communicating effectively in writing*  
*Structured and purposeful language*  
*Influencing through the written format*

Next programme: 8 April 2008

## Introduction to NLP

This workshop is open to anyone who has an interest in the new change technology that is NLP. It is designed to give you a mixture of ideas and practical skills that will allow you to understand how NLP is described as Modelling Excellence. NLP is a powerful technology that when used ecologically can facilitate profound personal change. Understanding how NLP facilitates this change will have a dramatic effect on your interaction with people either at work or in the home.

### Course content includes:

*An introduction to communication*  
*How to generate, and maintain rapport with people you meet*  
*Understanding how you, and others prefer to receive information*  
*How to adapt your communication to achieve results*  
*Different thinking styles*  
*How to motivate individuals and organisations by applying change at the correct level*

Next programme:        23 February 2008

# About Awaken consulting

## Awaken Consulting

Awaken Consulting was set up in 2003 as an evolution of the corporate client work delivered by Lisa while working as an Associate and Partner with a major training organisation. Trained by AND and INLPTA as a trainer of NLP and recognised as a Master Trainer of NLP, Lisa has worked across all sectors of British Industry and provides clients with tailor-made solutions and resources to facilitate them towards their own success.

## Trainers

### Lisa Wake

Lisa has been providing Management Consultancy, Mentoring, Coaching, Training and Facilitation since 1997, and during this time her client base has been as diverse as Zeneca, ICI, Dupont, Napp Pharmaceuticals, British Telecom and Fox's Biscuits in the private sector, and HM Prison Service, NHS Modernisation Agency, Regional Director for Public Health (N&Y), The Home Office – Northern and Yorkshire Region, NHS Health Authorities and Trusts, Local Authorities in the public sector. As a former NHS Registered Nurse and Senior Manager, Lisa has worked both in the public and private sectors as a Consultant, Facilitator, Trainer, Mentor, Change Agent, Coach and Therapist. Internationally recognised as a Master Trainer, Trainer of NLP (Neuro-linguistic Programming), Lisa is also a UKCP accredited psychotherapist and combines her therapy, coaching and mentoring work to enable individual clients to make the changes that they desire in their lives.

Lisa is actively involved as advisor to ANLP and was Chair of UKCP (UK council for Psychotherapy) for 2 years.

### Mark Wake

After reading chemistry at Leicester University, Mark spent the next 15 years with a variety of chemical companies in production management; planning and training roles. He developed a flair for team development and problem solving, which he now offers to individuals and companies such as Yorkshire Bank; Billingham and Stockton Social Services; Cool Blue; PX Ltd.; Bede College; Sidhall Group and HM Prison Service. Mark is an INLPTA Trainer of NLP and his background in manufacturing means he brings a practical 'no-nonsense' style into the training room. He is equally at home training the boardroom or shop floor and has a particular skill at bringing alive seemingly abstract theoretical concepts in a learning environment.

### Annette Gamston

Annette has a strong business management background. Following on from a degree in Business studies Annette worked for Unilever for 8 years developing skills in commercial management; profit & cost management, purchasing, supply-chain and production logistics. On joining PricewaterhouseCoopers as a management consultant, Annette worked for a wide range of clients from both the public and private sector including aerospace; Ministry of Defence; public utilities; financial services; manufacturing; leisure industry retailing; pharmaceutical R&D and medical systems supply.

Annette subsequently worked for The University of Leeds developing and delivering a wide range of change management projects. During this time she became an INLPTA accredited trainer of NLP and combined this with her professional approach and "can do" attitude to invoke and integrate sustainable change.

Annette's flexibility in moving from seemingly abstract concepts and bringing these into every day practical application, combined with her sensitive respect for individual learning and processing styles, brings a compassion, energy and enthusiasm to her training that is rarely seen in others

To reserve your place, please contact  
the offices

Awaken House  
14 Roseberry Court  
Stokesley Business Park  
Stokesley,  
TS9 5QT

Tel: 01642 714702

Fax 01642 713397

Email: [awakenconsulting@aol.com](mailto:awakenconsulting@aol.com)